

Q&A About Online Bill Payment

Q: Does it cost anything to sign up for online bill payment?

A: No. It's free to sign up for online bill payment and to use the service.

Q: What is Xpress Bill Pay?

A: Xpress Bill Pay is the company we have partnered with to handle our online bill payment. You access your account from their website, XpressBillPay.com.

Q: What payment choices do I have?

A: You can pay your bills with a credit or debit card, or you can transfer funds directly from your checking account.

Q: What will my bill look like online?

A: We try to match the look of your paper statement as much as possible, so you'll find it easy to read your bill onscreen.

Q: What other information is available?

A: You can view up to a year's history of your account online, so you can compare your current bill to a year ago.

Q: Do I need to pay my bills from my computer?

A: Not at all. You can pay your bill from anywhere in the world! All you need is access to the Internet through a Web browser. You then log in to your account using your e-mail address and password. No need to worry about late payments if you're out of town when your bill is due.

Q: How do I know the payment went through?

A: After you complete the transaction, you can receive an e-mail receipt to confirm that your payment went through.

Q: Is my information safe?

A: Absolutely. All the transactions are handled on secure servers. As long as you don't give out your password, only you will be able to access your account. Plus, your personal information or e-mail address will not be sold or rented to third parties for marketing purposes without your permission.